

CHAPTER 7

INTER DEPARTMENTAL COORDINATION OF FRONT OFFICE WITH OTHER DEPARTMENTS OF THE HOTEL

No individual department in any hotel can work alone. A willingness to cooperate and coordinate, with the assistance of efficient methods of communication is essential if the hotel has to run smoothly. All the departments in the hotel are interrelated and they have to work together to achieve maximum guest satisfaction.

The front office department plays a very important role in delivering warmth and hospitality to the guests. The department is responsible for creating the **first impression** about the hotel to the guests through the staff and professional services they offer. Their responses to the **guest queries** regarding the hotel facilities, transportation, special functions in the hotel, etc., creates an impression of the professional services provided by the hotel. The front office also communicates **guest requirements** to other departments which work in close coordination and cooperation to deliver required products and services.

Front office coordinates with following departments for smooth functioning of services in the hotel:-

- i) Housekeeping
- ii) Food and Beverage- Service and Production
- iii) Sales and Marketing
- iv) Engineering/Maintenance
- v) Finance
- vi) Security
- vii) Human Resources

COORDINATION WITH HOUSEKEEPING

The front office department coordinates with the housekeeping very closely. The following are the activities that are closely coordinated by both the front office and housekeeping department.

A) INFORMATION FLOW FROM FRONT OFFICE TO HOUSEKEEPING:-

- i. **OCCUPANCY FORECAST** (Annually, Quarterly, Monthly, weekly and daily)-Occupancy is forecasted and informed to Housekeeping. This Enables to plan staffing, staff holidays, special cleaning work and planning of expenses.
- ii. **NIGHT REPORT**-This report gives the list of rooms occupied that night, along with occupancy percentage and indicates guests who are expected to check out the next day. It is sent to housekeeping early in the morning before the work starts so that the department can plan out the staffing and flow of work for floors.
- iii. **DAILY EXPECTED ARRIVAL AND DEPARTURES-** Front Office informs the expected arrivals and departures for the day along with the expected time so that rooms are ready for arrival and departures can be ready soon for sale to the guest. This helps housekeeping to plan their flow of work.
- iv. **DAILY VIP,CIP ARRIVALS AND IN-HOUSE LISTS:-**Housekeeping prepares the room before arrival and services the VIP in-house guest rooms as early as possible with proper amenities.
- v. **LONG TERM FORECAST OF VIP ARRIVALS:-**Front Office blocks the room and informs Housekeeping in advance to prepare the rooms without any defects along with placement of proper supplies and amenities as per the requirements of the VIP guest.
- vi. **STAYOVER ROOMS-** The room numbers of guests who are continuing to stay in the hotel are also informed to housekeeping to ensure consistent

services throughout the stay with regular replenishment of supplies and amenities in the guest rooms.

- vii. **OVERSTAY ROOMS**- Information about room guests who have extended their stays in the hotel are also informed to housekeeping so that the rooms are cleaned on time and to avoid any complaints.
- viii. **GROUP ROOMING LIST**:-Front Office provides the list of group rooms to Housekeeping so that Housekeeping can get all the rooms ready before the arrival. The rooms are also serviced at one time when they are out as group guests always move together for sightseeing etc.
- ix. **ROOM CHANGE**:-Housekeeping is informed about room change as it is a vital information to keep a track if there is any lost and found article and also important in case of laundry delivery and billing.

B) INFORMATION FLOW FROM HOUSEKEEPING TO FRONT OFFICE:-

- i. **CHECK OUT READY ROOMS**-Immediately as the dirty rooms are cleaned and ready it is informed to Front Office as it enables Front office to resell the ready rooms promptly without keeping the guest waiting.
- ii. **HOUSEKEEPERS REPORT**-In each shift the housekeeping department prepares the housekeeping room status report which indicates room occupancy status which is physically checked by housekeeping staff. This status is matched by front office and if it does not match, Discrepancy Report is prepared by Housekeeping.
- iii. **SLEEP OUT ROOMS**:-If a guest has not stayed in the hotel room the last night , it might indicate a skipper, which can lead to loss of revenue.
- iv. **OUT OF ORDER ROOMS**:-Housekeeping needs to inform the out of order rooms which are blocked for maintenance work to front office as these rooms cannot be sold and front office has to do the necessary planning of room arrivals.

- v. **EXPECTED C/O GUESTS**-Guests who are expected to check out on that day but have not packed their luggage as observed by housekeeping staff (indicated as N/P- Not Packed).Front office knows this position and informs the guest about check out time politely or enquires if guests wants to extends his stay in case hotel is not fully booked.
- vi. **NO BAGGAGE ROOMS(NB)**-Housekeeping informs front office about unusual observations like if guest room which is occupied as per front office status but does not have any luggage in the room. This can be due to bills not settled properly at cash or guest is a skipper and has left the hotel without settling his bills.
- vii. **SCANTY BAGGAGE ROOMS(SB)**-Also if guest has scanty baggage, that is also informed to front office as he can be a probable skipper guest and front office takes careful actions.
- viii. **INFORMATION ABOUT EXACT GUEST COUNT IN THE ROOM-**
Housekeeping informs about exact no. of guests in the room so that hotel can charge the guest if any extra person is staying in the room and also check his documents.
- ix. **INFORMATION ABOUT SLEEPERS:-** Housekeeping identifies sleeper rooms
(a room from which guest has checked out but it is showing as occupied in front office room status records)

WITH FOOD AND BEVERAGE- SERVICE AND PRODUCTION:-

Proper coordination between front office and food and beverage department is essential for following aspects:-

- i. **HOUSE COUNT**-Front office gives information about **projected house count** (no. of guests in the hotel) so that F&B department can accordingly indent and prepare for the service of food and beverage in different outlets.

- ii. **GROUP IN HOUSE AND ARRIVALS**-Front Office gives information about group arrivals so that F&B department can gauge the volume of expected business and accordingly schedule manpower planning for their areas. Also they inform about Group guests with special meal plans.
- iii. **VIP IN HOUSE AND ARRIVALS**-Front office passes information about in house and expected VIP arrivals as it also involves setting up bars in VIP rooms. Also special arrangement like cookies, fruit baskets, assorted dry fruits in rooms are also placed by F&B.
- iv. **CREW IN HOUSE AND ARRIVALS**-Information about in house and expected crews as they have irregular timings and food can be served at the guests convenient time.
- v. **POSTING OF BILLS**-Bills of resident guests who consumed food and beverage in various outlets are send to Front Office for posting in the guests bill folio.
- vi. **WELCOME DRINKS**-Front informs the arrival time of the guests and F&B prepares and serves the welcome drink on arrival of the guest in the lobby.
- vii. **BANQUET FUNCTIONS AND MEETINGS**-F&B updates the Front Office department about the banquet functions and other events taking place in the hotel, so that the front office can guide guests properly for these functions.
- viii. **SCANTY BAGGAGE GUESTS(SB)**Front office informs all departments and all Point Of Sales(POS) about Scanty Baggage guests as they should receive cash payments from these guests and is not allowed any credit facility to these guests also known as NO POST status.
- ix. **UNIFORMS EXCHANGE AND ISSUE:-**The fresh uniforms of all the departments are issued from uniform room and dirty uniforms are deposited in the uniform room again for washing.

COORDINATION WITH SALES AND MARKETING

Front Office department coordinates with Sales and Marketing department for the following information.

- i) Data on **guest history** to plan marketing campaigns, develop promotions, prepare mailing addresses and select appropriate advertising media.
- ii) Information regarding **future and current room availability** so that sales and marketing can make reservation for groups, travel agents and corporates and to plan **off season marketing strategies**.
- iii) Front Office also maintains close coordination with sales and marketing department for **room sales forecast, revenue management** and preparing the **budget**.
- iv) Sales and Marketing also has to plan in close coordination with Front Office whether to sell the product as a package with rooms and meals to maximize profit.

COORDINATION WITH ENGINEERING

Front office communicates with the engineering and maintenance department for the:-

- i) **Proper upkeep** of the equipment's and systems installed in the hotel.
- ii) Front office provides information on the **room status** and informs the maintenance department of any repair work required in guest rooms in coordination with housekeeping.
- iii) In case maintenance activity is required in a room which is occupied by a guest, the task is carried out in the absence of the guest and if the work is expected to take a longer time the guest is shifted to another guest room.
- iv) For major maintenance work to be done like bathtub changing, AC motor repair etc. the room has to be **blocked as Out Of Order room(OOO)** and Front

Office has to be informed as they cannot sell that particular room for few hours or few days and can plan accordingly.

v) Certain regular preventive maintenance work needs to be done in guest rooms which is planned by engineering department by checking the room occupancy forecast which is provided by Front Office.

vi) Maintenance can plan their staffing and budgeting depending on the room occupancy forecasting done by Front Office.

COORDINATION WITH ACCOUNTS/FINANCE

Front office communicates with the accounts department for the following:-

i) All bills are checked by Accounts after all financial transactions are complete.

ii) The entire billing procedure is set by the Accounts department in consultation with Front Office.

iii) All the cash collected by Front Office are handed over to Accounts at the end of the financial day.

iv) Reports generated by Accounts help in Front Office budgeting.

v) Finance department is responsible for collecting credit payments from credit card companies, travel agents etc.

v) Imprest Cash/ Cash Bank is given to Front Office Cashier by Accounts to smoothly conduct the operations.

vi) Staff salaries are provided by Accounts department.

COORDINATION WITH SECURITY

Front office communicates with the security department for the following:-

i) Special security arrangements are done for VIP's which are informed to the Security department by the Front Office department.

- ii) Movement of vehicles at staff and guest entry are monitored and checked by Security.
- iii) Parking facility is also monitored by Security.
- iv) Scanning of guest luggage's through baggage scanners, metal detector doors etc. are done by Security.
- v) When the guest has security concerns like fire, robbery, theft and any other emergency the front desk should explain the emergency procedure to the guest while calling on security personnel to resolve the problem.

COORDINATION WITH HUMAN RESOURCES

Front office communicates with the Human resource Department for the following:-

- a. The front desk informs the HR department about its requirement of new staff, training of new staff, refresher training for the existing staff, cross training requirements.
- b. Recruitment and placement of staff is done by HR.
- c. Salaries are calculated by HR.
- d. Staff appraisal is done by HR.
- e. Staff benefits like bonuses, promotions, loans, incentives are also done by HR department.